



08/31/95



Dear Sierra Customer,

Thank you for your interest in Sierra. We are sorry you are experiencing problems with one of our products.

The problem that you are experiencing is down to the fact that the mouse driver that you are using is not a Microsoft mouse driver, which is what the game was written for. If you want to try running the game with a true Microsoft driver then you will find that the problem should be cured. We recommend that you try and get hold of the true Microsoft driver version 8.20a or above. Please note that it is not normally the mouse itself that is the problem as these are by definition very simple hardware devices, but the software that is running it. A lot of mouse drivers are not truly 100% compatible and can cause games to crash unexpectedly and may also have strange effects on gameplay such as only being able to access half the screen.

We hope that this information is of help to you and that you will continue to be a valuable Sierra customer.

Regards

Rajiv Awasti

Customer Services Department
Sierra On-Line Ltd (UK)

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